

Why is my system so slow?

There are a number of factors that can affect the speed and efficiency of your computer system when filing or retrieving documents.

- The amount of activity on the system affects all users.
- Filing in the morning is typically speedier than in the afternoon.

Why does my session freeze?

If you find your session freezing after you hit "Submit," try using the Back button to return to the previous screen and click on "Submit" again. It may be that the session has not really halted.

As a general principle: If at first you don't succeed, hit Back and try again.

Clear your cache

For all the reasons listed above, sometimes you need to give your browser a fresh start. Here's how to clear your cache and start a new session:

Using **Internet Explorer**:

Select Tools, then Internet Options. On the General tab, under Temporary Internet Files, choose Delete Cookies, then Delete Files. Select OK.

Using **Firefox**:

Select Tools, Options. On the Privacy screen, you can select Clear Cache, Clear Cookies, or Clear All.

Using **Netscape**:

Select Edit, Preferences, Advanced, Cache, and click on both Clear Memory Cache and Clear Disk Cache.